

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application : Aleksander Szlam
Serial No. : 09/437,414
Filed : November 10, 1999
For : Dynamic and Interdependent Processing of
Inbound and Outbound Communications
Attorney's Docket : CONCERTO-500AX
Examiner : Simon P. Sing
Group Art Unit : 2614

AMENDMENT

Mail Stop Amendment
Commissioner of Patents
PO Box 1450
Alexandria, VA, 22313-1450

Sir:

In response to the Office Action dated February 25, 2010,
please amend the above-identified Patent Application as follows: